



Job Opportunity

California State Lands Commission

The California State Lands Commission is an equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

July 30, 2009

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST) **\$4,619 - \$5,897 per month**

OR

ASSISTANT INFORMATION SYSTEMS ANALYST

Range A \$3,106 - \$3,596 per month
Range B \$3,204 - \$3,893 per month
Range C \$3,841- \$4,903 per month

(WILL CONSIDER FILLING AT EITHER LEVEL – DUTIES WILL BE ADJUSTED ACCORDINGLY)

Under the general direction of the Supervisor of the Information Services Section, performs the duties of PC Support Analyst, responsible for providing customer support for desktop users throughout the departments in our Long Beach office. Duties will include, but are not limited to:

DUTIES AND RESPONSIBILITIES:

- **Technical Expertise and Assistance:** Technical lead in providing first-level response to staff PC problems and/or training issues either by telephone or in staff offices. Provides technical support for office suite applications (word processing, spreadsheet, electronic mail, database, graphics), printing, Attachmate terminal emulation, and other PC products;
- Document PC hardware and software support procedures (installation, configuration and end user) for ISS and SLC staff. Develops and conducts end-user training on apps and client/server technology;
- Provides PC hardware and software support including PC installs and software updates. Develops PC hardware/software configurations and ensures that installations of new or redirected PC/LAN hardware/software are successfully completed. Coordinates quality assurance testing and performance monitoring for all installs and updates;
- Maintains a high degree of expertise in the CSLC customer support and desktop configuration environments. Researches and evaluates new hardware and software related to the desktop environment. Participates in special ad hoc committees and projects. Reviews, analyzes and provides recommendations concerning requests for PC/LAN hardware/software;
- Responsible for all LB Hardware/Software purchase orders and ensures IT procurement process conformity, software licensing maintenance, and all department's computer equipment inventory;
- Performs other duties as required.

DESIRABLE QUALIFICATIONS:

- Ability to sit and operate a computer for 35-65% of the day;
- Advanced technical knowledge of data processing systems;
- Strong analytical abilities to evaluate business needs and develop automated solutions utilizing innovative and creative techniques;
- Knowledge of Windows and NetWare operating systems and products;
- Experience in multitasking and prioritizing several projects, problems, and staff requests;
- People-oriented communication skills, ability to work well with client staff, peers, and management;
- Good oral and written communication skills;
- Ability to work independently and as a member of a team;
- Ability to travel occasionally;
- Good attendance, dependability, flexibility and ability to work under pressure;
- Self-motivation, good judgment and tact.

POSITION LOCATION:

200 Oceangate
Long Beach, CA 90802

HOW TO APPLY:

Submit resume & standard State application to:
California State Lands Commission
Personnel Office
100 Howe Avenue, Suite 100-South
Sacramento, CA 95825

(916) 574-1910

Applications will be accepted until the position is filled.

WHO MAY APPLY:

State employees with transfer eligibility, reinstatement eligibility, or employment list eligibility. Transfers from surplus agencies or individuals on SROA will be given first consideration.

Former State Employees with reinstatement eligibility or employment list eligibility.

Non-State employees who have already taken an examination for this job classification and have established employment list eligibility.

Applications will be screened and only the most qualified candidates will be scheduled for an interview.